

% of Calls Not Responded to in Seven Days Metro Animal Services

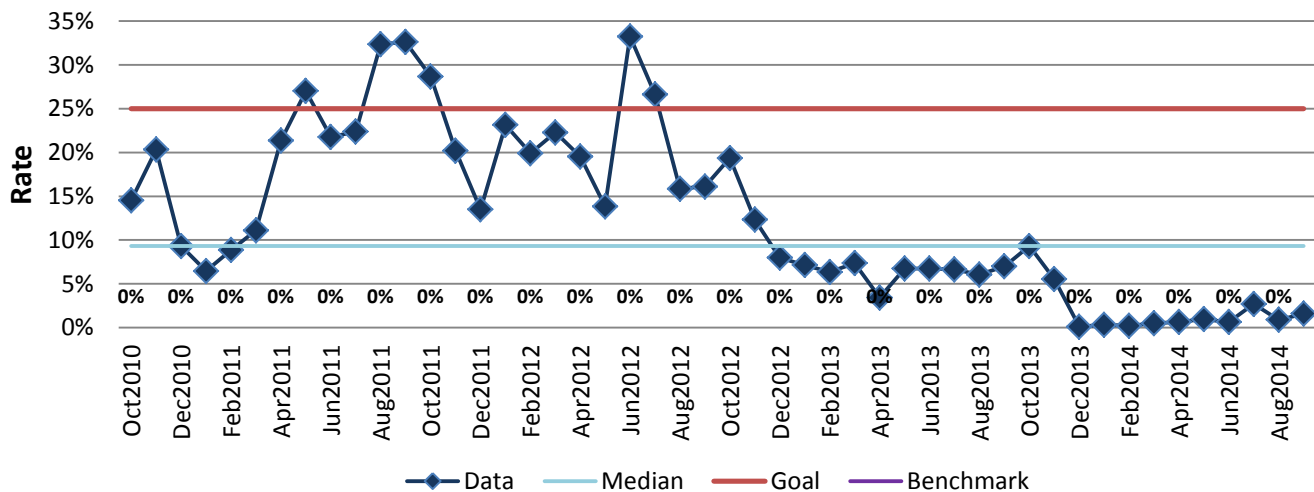


KPI Owner: Daisy Blakeman

Process: Response

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: 21% from Oct. 2011 to Sep. 2012 Goal: Decrease the % of Calls not Responded to in 7 Days or Less to 25% or less Benchmark: TBD		Data Source: Chameleon Goal Source: Strategic Plan Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The monthly percentage of calls not responded to within 7 days Why Measure: Improve the quality and timeliness of services Next Improvement Step: Redefine goal. Officers are being encouraged to do more runs. Will train officers in particular areas to become experts.		
How Are We Doing?					
Oct2013-Sep2014 12 Month Goal	Oct2013-Sep2014 12 Month Actual		Sep2014 Goal	Sep2014 Actual	
25%	1.9%		25%	1.6%	
Rate	Rate		Rate	Rate	

% of Calls Not Responded to in Seven Days



Root cause analysis is not necessary because there is no gap between the goal and current performance.